

Funzone Ltd Clubs Help & Information Pack.



Contents

Funzone.BookTheChildcare.com	2
Emergency Contact Details	2
Invoice payments are due on the 15 th of each month	2
Childcare Vouchers need to be paid by the 10 th of the month	2
Bookings and cancellations must be made BY YOU online	2
Adding BTC to your Home screen / Browser	2
Paying by Childcare Vouchers	3
Frequently Asked Questions	4
Who receives invoices?	4
How do we both get emails and notifications?	4
Can Funzone make bookings for me?	4
How do I check the sibling discount?	4
My Doctor's details aren't in the system – can I add them?	6
How do I change my password or email address?	6
How do I cancel one session inside a pattern booking?	7
My child will attend an after school activity before attending Funzone – how do I let you know?	8
I Booked and immediately cancelled a session – why have I been charged?	9
I've cancelled a session – why am I still charged for it?	9
I work alternate weekly shift patterns can I book two repeating patterns?	9

Funzone.BookTheChildcare.com

Our bespoke online bookings system gives you full control of your childcare. This section contains an overview of some of the things you can (and in some cases, need to) do when making bookings for the **Breakfast, After School** and **Holiday Clubs** on funzone.BookTheChildcare.com.

Emergency Contact Details

In the interests of safeguarding your children, please make sure that you keep your emergency contact details up-to-date. You must provide two or more contacts (compulsory by law), three or more is fine (you can add as many as you like). The process is:

1. Click your child's name having logged in.
2. Add people allowed to collect.
3. Please leave emergency contact ticked except in unusual circumstances where this may be inappropriate.

Invoice payments are due on the 15th of each month

After which there's a 10% late fee added automatically.

Childcare Vouchers need to be paid by the 10th of the month

If they are not paid by the 10th of the month we cannot guarantee they will be approved (Confirmed in our band and reconciled on our system) by the 15th of the month, in which case a late fee may still be automatically applied by the software.

Bookings and cancellations must be made BY YOU online

The BTC system was designed to convenience the parent. Gone are the phone calls, hoping to get through to the right person, leaving a message and hoping your request has got through to the right person in the right team. Gone, for us, is the complicated process of converting verbal messages to the hard copy register which is not at the same venue as the verbal message and the potential pitfalls in this fragile process. We appreciate there will be circumstances where it is possible to make a call on a landline but not to go online: in which case you will have no option but to make that call. If you have mobile phone reception please text your club manager using the details above.

Separate accounts for divorced / separated parents

If you require a separate account to your child's mother/father then you need to add alternative, additional names to your account to make it clear who has made the booking and who will be paying the invoice. e.g 'John Dad Smith Dad'. This makes it clear to the staff who is responsible for your child for that booking and who they should be phoning first in an emergency etc.

Adding BTC to your Home screen / Browser

On a computer or smartphone browser, go to www.bookthechildcare.com, enter your username and password. Once you are logged in to BTC.com and are on your parent portal homepage, now save to your favourites.

Or, have BTC appear like an app on your homescreen, as follows:

On iPhone:

1. Go to the login page funzone.bookthechildcare.com
2. Put in your username and password
3. Press/tap the **Login** button.
4. This will bring you to your parent portal homepage
5. Now press the 'suarrow' (The share icon - the square with an arrow through it pointing up) at the bottom of the screen
6. Find the plus sign saying 'Add to Home screen'
7. Name it what you like although perhaps BTC parent login makes most sense
8. It now appears like/as if it was an app on your home screens you can move it around to your preferred spot.
9. Job done!

On Android:

The process is similar on an Android device, for details follow this link: <https://support.mozilla.org/en-US/kb/how-add-shortcut-website-android>

Paying by Childcare Vouchers

To pay by vouchers please follow this process:

- Click the [Pay Now](#) button on the invoice
- Click 'Part pay with childcare vouchers'
- Add reference to include your child(rens) name(s) and the voucher scheme name e.g. Busy Bees, Computershare, edenred, Sodexo, etc...
- Add amount (you can only pay all or part of the invoice. If you put in a greater amount the system will alert you in red and send you back).
- Click confirm and pay: this sends us a notification which prompts us to search for your payment.
- Your voucher scheme should send us a remittance by email but, as a backup, if you receive a remittance advice or confirmation of your payment it does no harm to forward this to us. If you think Funzone has not set up an account with your childcare voucher scheme, please email your club's manager who will follow the registration process through.

Childcare Vouchers need to be paid by 10th of month otherwise we cannot guarantee they will 'be approved' (Confirmed in our band and reconciled on our system) by the 15th of month, in which case a late fee may still be automatically applied by the software.

Frequently Asked Questions

Who receives invoices?

No one. Account holders are notified by email in which they receive a unique link to the invoice on bookthechildcare.com. With the link (or indeed without it) anyone can go in (as long as they have the login details) and pay the invoice by credit or debit card.

How do we both get emails and notifications?

There are a couple of ways you can solve this:

1. Set up a filter to automatically forward the emails to the other person that are sent from bookthechildcare.com.
2. Use one of the many free email services to create a separate shared email account which you can both link your phones to so that both can receive emails from the book the childcare system.

Can Funzone make bookings for me?

We cannot make bookings for you, only parents or someone with YOUR login username and password can log in and make bookings. This ensures that parents are in control of bookings and take full responsibility for them and eliminates situations where confused, multiple and often conflicting messages put the trustworthiness and effectiveness of our service in jeopardy and undermined our ability to guarantee the children's wellbeing.

How do I check the sibling discount?

As explained in the T&Cs, the sibling discount is applied retrospectively on days where two or more siblings have attended at the same time.

Consider the following from an invoice generated on the 1st of October 2016:

Quantity	Description	Unit Cost	Total Cost
Child the first			
8	Days Attending (Mighty Oaks at Rugby Club (Cirencester)) Days: 6 Sep 2016, 14 Sep 2016, 21 Sep 2016, 22 Sep 2016, 28 Sep 2016, 5 Oct 2016, 12 Oct 2016, 19 Oct 2016	£10.00	£80.00
Child the second			
7	Days Attending (Mighty Oaks at Rugby Club (Cirencester)) Days: 6 Sep 2016, 14 Sep 2016, 22 Sep 2016, 28 Sep 2016, 5 Oct 2016, 12 Oct 2016, 19 Oct 2016	£10.00	£70.00

As highlighted, there are four days in September where both children attended at the same time.

Four sessions at £10 a session = £40, 10% of which is £4, meaning a £4 sibling discount appeared on this invoice.

The dates in October are future bookings being paid in advance and therefore can't be included in the calculations for the sibling discount on this invoice.

Let's now imagine that on the 15th of October, the parent books both children onto an extra session on the 20th of October. This extra session will appear on the 1st of November invoice.

Let's assume that both children attended all booked dates in October.

When generating the 1st of November invoice, the system will include the extra session on the 20th (which will be on the November invoice) and the three paid-in-advance sessions from the October invoice when establishing which dates should be used to calculate the sibling discount.

If you think the discount is incorrect and you're trying to work out the discount manually, make sure you only take days in the past into account and check both the current and previous invoices for qualifying days.

My Doctor's details aren't in the system – can I add them?

Yes! You can add your own doctor's details when registering or when editing your child's profile.

Select **Other Surgery** from the **Doctor's Surgery** drop-down menu and the system will display a form for you to enter your doctor's details:

The screenshot shows a web form titled "Child Medical Information". Under the "Medical Information" section, there is a "Doctor's Surgery" dropdown menu with "Other Surgery" selected. Below this is a form for entering surgery details with the following fields:

Surgery Name	<input type="text" value="Surgery Name"/>
Address line 1	<input type="text" value="Address line 1"/>
Address line 2	<input type="text" value="Address line 2"/>
Town	<input type="text" value="Town"/>
County	<input type="text" value="County"/>
Postcode	<input type="text" value="Postcode"/>
Phone Number	<input type="text" value="Phone Number"/>

At the bottom of the form, there is a "Doctor's Name" field with the text "Doctor's Name" inside.

How do I change my password or email address?

To change your password or the email address used by the system, log in to your account on bookthechildcare.com and click on **Account** and then click a **Change** button as appropriate:

The screenshot shows the "Parent Portal" navigation bar with the following links: "Parent Portal", "People", "Invoices", "Contact Your Club Manager", "Account" (circled in red), and "Logout". Below the navigation bar is the "Login Details" section with the following information:

Email	test@test-email.test	<input type="button" value="Change"/>
Password	*****	<input type="button" value="Change"/>

How do I cancel one session inside a pattern booking?

On the Week or Calendar view, click on the session you'd like to cancel. For example, we're going to cancel the Breakfast club on Tuesday 30th of May:

Charlie Spiggles's Calendar

To manage bookings for a day, choose it from the calendar.

[June 2017 >](#)

Mon	Tue	Wed	Thu	Fri
1	8 a.m. 2	3	8 a.m. 4 3:15 p.m.	5
8	8 a.m. 9	10	8 a.m. 11	12
15	8 a.m. 16	17	8 a.m. 18 3:15 p.m.	19
22	8 a.m. 23	24	8 a.m. 25	26 8:13 p.m.
29	8 a.m. 30	31		

Key:

- Breakfast Club
- After School Club
- Holiday Club

Clicking on the 30th displays a summary of the bookings on that day:

[Back to Calendar](#)

Breakfast Club Schedule

Club	Days	Dates
Breakfast Club 2	Mo Tu We Th Fr	1 May 2017 – 22 May 2017 24 May 2017 – 2 Jun 2017

- Cancel Tuesday 30th May 2017
- Cancel Part of This Booking
- Cancel This Booking

[Back to Calendar](#)

Tuesday 30th May is part of a pattern booking. To cancel this single session, select the first option in the **Cancel** menu.

If you select **Cancel Part of This Booking**, you can cancel sessions over a date range. If you pick **Cancel All Dates in This Booking**, the entire booking from the 1st of May to the 2nd of June will be cancelled.

My child will attend an after school activity before attending Funzone – how do I let you know?

You need to alter the time we pick-up your child from school.

Let's say that the school's activity club takes place on a Friday afternoon until 8:13pm (an extreme time difference is used to make the change obvious).

On the calendar, click on the session you need to update. A summary page will be displayed, at the bottom of which you'll see a Pick-up Times section:

Pick-up Times

On Friday 26th May 2017, Charlie Spiggles will be picked up at **3:15 p.m.**

[Change Pick-up Time](#) for Friday 26th May 2017

After School Club Pick-up Times:

	Monday	Tuesday	Wednesday
Normally	8:13 p.m.	8:13 p.m.	8:13 p.m.
This Week Only			

Changing Your Child's Pick-up Times:

[Change](#) the normal pick-up times for Charlie Spiggles

Click on the **Change** button to change the normal pick up times for any day of the week. This displays an overlay which you use to change the pickup time for the appropriate day:

Click the **Change Pick-up Time** button to change the pick-up time for just Friday 26th, i.e. as a one-off. The one-off collection time will be shown in the **This Week Only** row of the table.

Normal Pickup Times for Charlie Spiggles

Choose the times that your child should usually be picked up from school.

Mon	Tue	Wed	Thu	Fri
3:15 p.m.	3:15 p.m.	3:15 p.m.	3:15 p.m.	3:15 p.m.

[Cancel](#) [OK](#)

Changes to the normal pickup times are applied to all after school club bookings.

I Booked and immediately cancelled a session – why have I been charged?

As stated in the Terms and Conditions, if you book a session within 48hrs of it starting, you will be charged for it. Please take the appropriate care before you click.

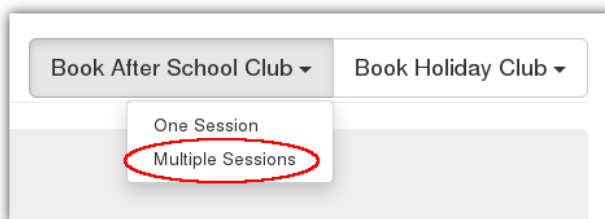
I've cancelled a session – why am I still charged for it?

Cancellations (after invoice generation at the beginning of the month) and sibling discounts will be applied retrospectively in your next month's invoice. You will need to pay the current invoice in full and await this credit in the following invoice. Please see our Terms and Conditions for more information on this.

I work alternate weekly shift patterns can I book two repeating patterns?

Yes – the system can handle this, you just need to be careful when booking.

This works for both **Holiday** and **After School** club bookings. We'll use the **After School** club as an example. Select **Multiple Sessions** from the appropriate club's drop-down menu:



Select the appropriate days from the **Bookings Days** section:

Booking Days

Choose the weekdays on which your child will be attending the club.
You'll be able to cancel individual sessions later.

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday

Select the following options from the drop-down menus in the **Booking Weeks** section:

Booking Weeks

Choose the term weeks in which the child will be attending the club.

This school year

My child will only attend some terms/weeks

Spring Term 2017

Some weeks

Select appropriate weeks for the first pattern:

Week 1 (3 Jan 2017 to 6 Jan 2017)

Week 1 (3 Jan 2017 to 6 Jan 2017)

Week 2 (9 Jan 2017 to 13 Jan 2017)

Week 3 (16 Jan 2017 to 20 Jan 2017)

Week 4 (23 Jan 2017 to 27 Jan 2017)

Week 5 (30 Jan 2017 to 3 Feb 2017)

Week 6 (6 Feb 2017 to 10 Feb 2017)

Week 7 (13 Feb 2017 to 17 Feb 2017)

Week 8 (20 Feb 2017 to 24 Feb 2017)

Week 9 (27 Feb 2017 to 3 Mar 2017)

Week 10 (6 Mar 2017 to 10 Mar 2017)

Week 11 (13 Mar 2017 to 17 Mar 2017)

Repeat the steps, selecting the days for the second pattern, and then select the alternative weeks you need:

Here's an example, using this method to book alternative weekly patterns for the Holiday Club:

Charlie Spiggles's Calendar Book Weekly Pattern ▾

To manage bookings for a day, choose it from the calendar.

June 2017

[< May 2017](#)
[July 2017 >](#)

Mon	Tue	Wed	Thu	Fri
			6 a.m. 1	
6 a.m. 5		6 a.m. 7		6 a.m. 9
	6 a.m. 13		6 a.m. 15	
6 a.m. 19		6 a.m. 21		6 a.m. 23
	6 a.m. 27		6 a.m. 29	

Key:

- Breakfast Club
- After School Club
- Holiday Club